



## Suman Basu

### Experienced Executive Housekeeper

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#### PROFILE SUMMARY

Proactive, strategic thinker and result - oriented Executive Housekeeper, backed by 18 plus years of insightful experience on Hotel Operations and Housekeeping Management.

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#### PROFESSIONAL EXPERIENCE

##### EXECUTIVE HOUSEKEEPER – Shangri-La at the Fort, Manila

Sept 2019 – Feb 2021

*Shangri-La's 5 star luxury property in Metro Manila with 576 Guest rooms and suites ,97 full Service Residences , 19 multifunctional meeting venues and 9 Food & Beverage outlets and Bars it also comprises of the Kerry Sports Fitness Complex.*

##### **Key Responsibilities:**

- Brand Champion for Shangri-La Rooms HQ SEAA and Pilot Hotel Champion for Shangri-La at the Fort, Manila for innovation and implementation of “New Normal” Housekeeping procedures for Covid 19 for cleaning and disinfection of Guest Rooms & Public Areas, Laundry. The project is called SL Cares or Shangri-La Cares.
- Operations In charge of Guest Rooms, Residences, Public Areas, Uniform Room, laundry, Florist and Guest Amenities operations.
- Working closely with engineering department on daily maintenances as well as monthly preventive maintenance projects and special maintenance projects in the Hotel rooms, Public Areas and residences. Having weekly follow up meetings.
- Initiating and follow through for recycling and environmental sustainability projects.
- Budget and FF&E preparations and submitting to the Director of Room & Director of Finance for review and approval
- Daily Guest Interaction ,feedback and follow ups.
- Formulation and Implementation of new strategies for the department to enhance guest experience and guest satisfaction.
- Creating and revising of new and existing SOP's for the Housekeeping department.
- Monitoring of monthly expenses /P&L and ensuring department costs stay within budgets.
- Handling and coordination of monthly orders with different vendors and suppliers. Contract negotiations to get the best deal for the product.

- Creating and reviewing policies & procedures in the operating systems and training and motivating the Housekeeping associates to deliver to the achievement guest satisfaction. Reviewing & interpreting the market trends/ client feedback to attune business strategies.
- Associate mentoring, Training and development.
- Re-structuring of entire Public Areas , letting off all casual labor from Public Areas due to Covid 19 and formulating a detailed training Plan for staffs from other departments ( Front Office, Engineering, Customer Sales & Kerry Sports) and Re –Deploying them in Public Areas to reduce Casual Labor Costs.

**EXECUTIVE HOUSEKEEPER – Movenpick Hotel Jumeirah Beach, Dubai (An Accor Hotel)** **Aug 2016 – Sept 2019**  
*Accor Hotels Dubai 5 star property in Jumeirah Beach Residence Walk with 297 Guest Rooms Inventory with 7 Food & Beverage outlet.*

**Key Responsibilities:**

- Head of the Department for Housekeeping with direct reporting line to the General Manager.
- Responsible for the smooth Housekeeping Department operations ( Rooms, Public Areas, Uniform Room/Laundry- 3<sup>rd</sup> party contract )
- Designing and implementing strategies for effective cost savings for the department
- Ensuring department expenses are monitored and kept in line with the monthly budgets.
- Negotiating contracts with suppliers (Laundry, Florist, Pest Control, Marble maintenance) for their services provided to the hotel and keeping a close eye on their standard and quality of services provide. Conducting market surveys and re negotiating during renewal of such contracts.
- Preparation of Yearly budgets and FF&E and submitting to the Director of Finance & General Manager for review and approval

**ASSISTANT HOUSEKEEPING MANAGER - Grand Hyatt Dubai** **Sep 2012 – Aug 2016**  
*Hyatt's Flagship property in the UAE with 674 Guest Rooms Inventory with 14 Food & Beverage outlets*

**Key Responsibilities:**

- Assistant Department Head in charge of the entire Housekeeping Operations and administration and plays an integral part in assisting the Housekeeping Manager with Planning, executing and controlling of Business Plan, Budgets and P&L and other cost heads of the Housekeeping Department.
- Defining service standards and guidelines as per HYSAT that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation.
- Monitoring expenditure strictly in operations, budgeting for consumables & manpower. Ensuring the compliance of all statutory safety norms involving guest and staff safety including food safety and hygiene standards.
- Working with suppliers and contractors with regards to selecting different items/services for the hotel and making recommendations to the Housekeeping Manager for the final selections.
- Assist the Engineering Manager to plan and scheduling of Preventive Maintenance Rooms and other maintenance and upkeep projects of the hotel

**ASSISTANT HOUSEKEEPER - Pan Pacific, Singapore** **May 2007- Sep 2012**  
*Flagship property of Pan Pacific Hotels Group in Singapore, 790 Guest Rooms inventory with 9 Food & beverage outlets*

**Highlights:**

- Planning & implementation of strategies, development of housekeeping operations, Inspections of VIP room and random quality check on Room Attendants. Sustaining profitable operations with focus on budgeting & costing.
- Working hand in hand with Laundry department to ensure smooth operations and supply for room linen and F&B linen in the daily operations.
- Anticipating needs of the most discerning customer/guest and providing customized services. Ensuring customer satisfaction by achieving delivery of service quality norms.

- Imparting in-house training on Service Excellence & Teamwork to provide support to the service staff. Handling operational functions like pre-shifts staff briefings, creating the duty roster, shift management.
- Significantly contributed in Housekeeping for the re-opening team for the total multi million dollars' renovation of Pan Pacific Singapore from April to August 2012.

#### Goa Marriott Resort

May 2004 – April 2007

#### Growth Chart

**ASSISTANT MANAGER-HOUSEKEEPING - Jan 2007 - Apr 2007**

**HOUSEKEEPING EXECUTIVE - Nov 2005 – Dec 2006**

**HOUSEKEEPING SUPERVISOR - May 2004 – Sept 2005**

#### **Highlights as ASSISTANT MANAGER-HOUSEKEEPING:**

- Led the efforts in handling entire operation of the Department (Rooms/Public Areas /Laundry/Linen). Handling /Lost & found/Chemicals/Stationary /Cleaning Supplies stores-maintaining par stock, timely issue of items, placing purchase orders and follow up with suppliers. Ensured prompt execution of quality parameters with regards to room checks, consistency in guest services, cost control and monitoring of associate productivity in close coordination with Executives and Supervisors.

#### **Highlights as HOUSEKEEPING EXECUTIVE:**

- Spearheaded team in overseeing day to day functioning of the HK department. Working closely with Housekeeping Supervisors to ensure the upkeep and consistency in Housekeeping services. Supported the Executive Housekeeper in preparation of budgets, cost effective processes, profit and loss statements for the department and preparing P&L critique reports.

#### **Highlights as HOUSEKEEPING SUPERVISOR:**

- Tasked to manage work on the floors, checking of rooms, floor area corridors pantries trolleys, giving follow ups and checks back to see if they are done. Conducting departmental meetings, briefings and training classes.

#### HOUSEKEEPING SUPERVISOR - The Kenilworth Kolkata

Dec 2002 - Apr 2004

- Monitored work process and cleanliness across the Floor and Public Area, handled the housekeeping desk, ensured the guests are comfortable and addressed their complaints and issues

#### HOUSEKEEPING ASSISTANT - The Trident, Cochin

Nov 2000 - Sep 2002

- Handling the entire laundry operations, managing the department in the absence of the Executive Housekeeper and the Housekeeping Supervisor and ensured the guests enjoyed a comfortable stay at the hotel

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#### AWARDS & RECOGNITION

- Entrusted with the responsibility of heading the Housekeeping department at the Goa Marriott Resort from October 2006 till December 2006 officiated as a Department Head.
- Bestowed with Executive of the Year - 2006 at the Goa Marriott Resort.
- Honored with the Executive of the Month for the month award for February 2006 at the Goa Marriott Resort.
- Recognized as the Brand Standards Champion for Rooms at the Goa Marriott's, helped the hotel to score 81% in Brand Standard Audit 2006.
- Nominated for "Housekeeper of the Year" award category for the Hotelier Middle East Awards 2018.
- Finalist for the "Best Hotel Housekeeper" award category at the Middle East Cleaning Hygiene & Facilities Awards 2019.

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#### ACADEMIC CREDENTIALS

- ✓ **Bachelor of Arts**  
Calcutta University in 2004

- ✓ **Three Years Diploma in Hotel Management Catering Technology and Applied Nutrition**  
Indian Institute of Science and Management, Pundag, Ranchi in 2000

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### PROFESSIONAL TRAININGS & CERTIFICATION

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- ✓ Service Excellence Training, Fidelio Training
- ✓ Spirit To Serve Training, Espresso Training
- ✓ Marriott Cleanliness Certification by ECOLAB
- ✓ Problem solving and decision making- WDA Singapore
- ✓ Cleaning Operators Proficiency Certificate- British Institute of Cleaning Sciences
- ✓ Work Safety Certification- Singapore Workforce Skills Qualifications
- ✓ Hyatt Core Trainings- Hyatt On Skills, Hyatt On Groups, Purpose Activation
- ✓ Mastering the Leadership Code – Movenpick Business Academy
- ✓ Legionella awareness course – conducted by Intertek.
- ✓ Shangri-La Rooms Hygiene & Disinfection ( New Normal Protocols –Post Covid 19) – Certified Trainer by Diversey

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### IT PROFICIENCY

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Well versed in **Fidelio, Espresso, Opera PMS, Triton HK, HOTSOS & REX, Triton, Protel.**

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### ADDITIONAL INFORMATION

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**Marital Status:** Single  
**Nationality:** Indian  
**Languages Known:** English, Hindi and Bengali

References available on request